

MARITIME ADMINISTRATION CUSTOMER SATISFACTION REPORT

Cargo Preference Program

Domestic Shipping Activities

Environmental Activities

Intermodal Development Program

Maritime Loan Guarantee Program

*Maritime Security Program/ Voluntary Intermodal
Sealift Agreement*

Maritime Transportation Statistics

*National Defense Reserve Fleet/Ready Reserve Force
Program*

*National Maritime Resource and Education Center/
MARITECH*

Ocean Freight Differential Program

Operating Differential Subsidy Program

Port Conveyance

Port Development

Ship Operations Cooperative Program

State Maritime Schools/Schoolship Program

U.S. Merchant Marine Academy

Vessel Transfer Program

War Risk Insurance



AUGUST 2002

*A Maritime System that Serves America
With American Ships and American Labor*

<http://www.marad.dot.gov>



U.S. Department of Transportation
Maritime Administration

MESSAGE FROM THE MARITIME ADMINISTRATOR



This is the 2002 edition of the ***Maritime Administration Customer Satisfaction Report***. Information contained in this report was derived from our Program Performance Survey, which was sent to customers of five major Maritime Administration (MARAD) programs, and our Customer Service Questionnaire and Conference/Exhibit Surveys. This report also describes follow-up actions taken for programs evaluated in the 1999, 2000, and 2001 reports.

For further information or to obtain additional copies of this report, please contact James J. Zok, MARAD's Customer Satisfaction Representative, Maritime Administration, Room 8114, 400 7th Street, SW, Washington, D.C. 20590 or telephone (202) 366-0364/Fax (202) 366-9580 or E-mail jim.zok@marad.dot.gov. The Report also is available on MARAD's web site (<http://www.marad.dot.gov>); follow the customer service link.

We welcome your feedback and look forward to your continued support as we pursue our customer satisfaction improvement efforts.

CAPTAIN WILLIAM G. SCHUBERT
Maritime Administrator

CUSTOMER SATISFACTION REPORT

TABLE OF CONTENTS

I.	Introduction	1
II.	Executive Summary	2
	A. Program Performance Survey	2
	B. Customer Service Questionnaire	2
	C. Conference/Exhibit Survey	2
	D. Action Items	3
III.	Customer Satisfaction Surveys	4
	A. Methodology	4
	B. Respondents	4
	C. Changes Made to Methodology	4
IV.	FY 2002 Customer Input by Program	5
	A. Cargo Preference Program	5
	B. Environmental Activities	5
	C. Maritime Loan Guarantee Program	6
	D. National Maritime Resource and Education Center	6
	E. Vessel Transfer Program	6
V.	Conclusions	7
	A. Cargo Preference Program	7
	B. Environmental Activities	7
	C. Maritime Loan Guarantee Program	7
	D. National Maritime Resource and Education Center	7
	E. Vessel Transfer Program	7
VI.	Action Plan	8
	A. All Programs	8
	B. Cargo Preference Program	8
	C. Environmental Activities	8
	D. Maritime Loan Guarantee Program	9
	E. National Maritime Resource and Education Center	9
	F. Vessel Transfer Program	9
VII.	Customer Satisfaction Accomplishments	9
	A. All Programs	9
	1. Need Identified: Improve our Electronic Customer Interface	9
	2. Need Identified: Improve our Partnerships	10
	3. Need Identified: Increase MARAD's Visibility	10

CUSTOMER SATISFACTION REPORT

B.	Actions Taken by Specific Program Activities	11
1.	Cargo Preference Program	11
2.	Domestic Shipping Activities	11
3.	Environmental Activities	12
4.	Intermodal Development Program	12
5.	Maritime Loan Guarantee Program	13
6.	Maritime Security Program/Voluntary Intermodal Sealift Agreement	13
7.	Maritime Transportation Statistics	14
8.	National Defense Reserve Fleet/Ready Reserve Force Program	14
9.	National Maritime Resource and Education Center/ MARITECH	14
10.	Ocean Freight Differential Program	14
11.	Operating Differential Subsidy Program	15
12.	Port Conveyance	15
13.	Port Development	15
14.	Ship Operations Cooperative Program	15
15.	State Maritime Schools/Schoolship Program	16
16.	U.S. Merchant Marine Academy	16
17.	Vessel Transfer Program	16
18.	War Risk Insurance	16
19.	Looking Ahead	16
APPENDICES		
	Appendix A - Program Performance Survey	A-1
	Appendix B - Summary of Program Performance Survey Data	B-1
	Appendix C - Customer Service Questionnaire	C-1
	Appendix D - Conference/Exhibit Survey	D-1
	Appendix E - Points of Contact	E-1

I. INTRODUCTION

As the Government works toward becoming more citizen-centered, the Maritime Administration (MARAD) is actively seeking to improve the effectiveness and efficiency of our programs and customer satisfaction. Our objective is to develop a quality maritime transportation system that serves America's transportation needs with American ships and American labor. To achieve this, we must integrate our activities with those of our customers and stakeholders and focus on measurable results.

MARAD has organized the review of its major programs into a 3-year cycle. Therefore, this report will cover this year's evaluation of specific programs, an action plan based on customer responses, and customer satisfaction accomplishments developed from responses to our 1999, 2000, and 2001 surveys.

MARAD has developed three survey forms to measure and improve customer satisfaction.

A. The Program Performance Survey (PPS), Appendix A, was developed for use by senior management and program managers to identify areas for improvement in program satisfaction or product delivery and to monitor the overall level of customer satisfaction.

B. The Customer Service Questionnaire (CSQ), Appendix C, serves as an ongoing mechanism to evaluate the perception of how we conduct our business and to modify MARAD staff activities and internal processes, as necessary, to achieve a more customer satisfaction oriented and efficient organization.

C. The Conference/Exhibit Survey, Appendix D, serves as a tool to evaluate our performance at MARAD sponsored or cosponsored conferences and exhibits or in which MARAD participates.

These forms are available on the Agency's website (www.marad.dot.gov). From the home page follow the customer service link to the Customer Service Surveys.

II. EXECUTIVE SUMMARY

This year the programs evaluated were the Cargo Preference, Environmental Activities, Maritime Loan Guarantee, National Maritime Resource and Education Center (NMREC), and Vessel Transfer programs.



A. Program Performance Survey

A total of 510 PPS forms were mailed to MARAD customers and 114 responses (22 percent) were returned to MARAD. The majority of respondents (58 percent) rated MARAD as above average or excellent in meeting their needs. When compared to other entities with which they do business, the respondents stated MARAD was friendly (54 percent), professional (52), more willing to work with customers (51 percent), and conducted business in an ethical manner (51 percent). However, they felt responsiveness (7 percent) and timeliness (6 percent) could be improved.

Individual comments made clear that the respondents come to MARAD because (a) of legal requirements, (b) financial benefits, or (c) our experience and knowledge.

B. Customer Service Questionnaire

MARAD received three responses to CSQ forms mailed between April 1, 2001, and March 31, 2002. This is not a satisfactory result, and measures have been developed to help improve response.

The results of the CSQ showed that the material provided to customers was in the preferred format. One respondent indicated they used a MARAD toll free number and one indicated they visited MARAD's web page. All respondents indicated someone at MARAD provided them with exceptional service.

Two comments were received. One indicated "MARAD's information is clear, concise and to the point." The second dealt with information on MARAD's website.

C. Conference/Exhibit Survey

The Conference/Exhibit Survey was used during four conferences held between April 1, 2001, and March 31, 2002. A total of 251 surveys were distributed and 33 (12 percent) responses were received.

These forms were distributed during the Military Traffic Management Command Training Symposium/DLA Transportation Conference and three Ship Operations Cooperative Program (SOCP) sponsored conferences.

All responses were the results of SOCP conferences. In response to the questions, "Was information about the conference and/or exhibit easily available?" and "Was staff available to help you with questions regarding the conference and/or exhibit?" 82 percent rated MARAD above average or higher. Also all respondents indicated they registered for the conferences electronically, either by E-mail or faxes (except one who did not answer this question).

CUSTOMER SATISFACTION REPORT

Ninety-one (91) percent indicated material provided was in preferred format. One hundred percent indicated MARAD's information was organized, clear, and easy to understand.

All respondents, who answered the question, "Would you attend again," indicated yes.

It is evident the form is not being used during all appropriate conferences and exhibits. Measures will be taken to ensure forms are available at upcoming MARAD sponsored or cosponsored conferences and exhibits.

D. Action Items

MARAD has developed an action plan (see Section IV) to correct deficiencies noted by respondents for the five programs reviewed this year. Action items include:

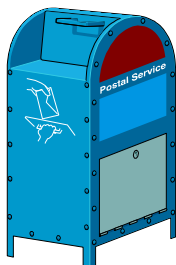
- Maintain system to E-mail transmission of market leads and an electronic listing of U.S.-flag carriers. (Cargo Preference Program)
- Explore possibility of a periodic environmental newsletter to inform constituents of actions or issues. (Environmental Activities)
- Meet with prospective applicants to help them file more complete applications. (Maritime Loan Guarantee Program)
- Provide annual reminder notice to owners of foreign-flag vessels subject to MARAD contracts. (Vessel Transfer Program)
- MARAD will continue to collect and evaluate responses to meet the needs expressed by clients. (All programs)

MARAD also has developed a Customer Satisfaction Accomplishments section to this report indicating accomplishments made to correct deficiencies noted by our customers from our previous surveys, such as increasing MARAD's visibility with customers and notification of market leads (see Section VII).

III. CUSTOMER SATISFACTION SURVEYS

A. Methodology:

The PPS was mailed to 510 customers selected from customer databases provided by the targeted MARAD program offices. The overall response rate was 22 percent, which is almost 7 percent larger than expected for such a survey. Public surveys to large audiences typically have a 2 percent response rate while surveys of a targeted group, such as in this case, can be expected to generate returns in the 15 percent range.



The CSQ was included in outgoing mailings on a randomly selected day each month. Questionnaires were distributed in response to requests for material, information, services, and with mass mailings. All MARAD offices participated in these mailings.

The Conference/Exhibit Survey was distributed during conferences and exhibits held between April 1, 2001, and March 31, 2002.

B. Respondents:

Respondents, shown in Appendix B, represent a wide range of maritime organizations, including vessel owners, port/terminal representatives, government agencies, and freight forwarders.

C. Changes Made to Methodology:

As a result of previous surveys, MARAD has recognized some deficiencies with the survey forms and manner of distribution. The following items were addressed:

- ➡ Response to the 1999 PPS mailing suggested the need to clarify which program was to be reviewed. In some cases, customers responded for programs not in the survey or provided comments on MARAD as a whole. Comments on the specific programs were not clearly defined. Apparently, the forwarding letter in some instances was separated from the PPS. As a result, for the second mailing the first paragraph of the PPS was revised to leave space to insert which program/activity was being surveyed.
- ➡ Assured the PPS mailing list for targeted offices included a broad base of customers who concluded transactions with MARAD.
- ➡ The first paragraph on the CSQ was revised to leave space to insert which program/activity was being surveyed.
- ➡ The first paragraph of the CSQ was also revised to advise recipients they need only answer questions that apply. For example, answer items Telephone Contact, Response, Service, and Comments or answer items Electronic Contact, Response, Service, and Comments, as applicable.

➔ On the CSQ in the “For Office Use Only” box, added item to indicate if customer was internal or external.

➔ In April 1999 the Secretary of Transportation issued a memorandum directing all Administrations to implement the President’s directive on plain language usage. As a result, one new question was added to the 2001 survey, “Is MARAD’s information in clear and easy to understand plain language?”

➔ Without the identification of the respondent, it is difficult to clarify important comments and provide follow-up to ensure that identified problems are addressed. Identity of the respondents, however, must be optional to ensure a representative survey response. In the Optional Section for Name the question, “Would you like a MARAD employee to call about comments,” is on all three forms.

On specific comparison factors to other entities with which they deal, 45 percent rated MARAD better, while only 3 percent rated us worse. They responded positively about our friendliness (54 percent), professionalism (52 percent), willingness to work with them (51 percent), and ethical conduct (51 percent). Two areas needing improvement were responsiveness (7 percent) and timeliness (6 percent). However, 82 percent stated they would recommend MARAD.

Appendix B contains tables and graphs that reflect the responses to each question in the PPS.

Comments and ratings related to specific programs are summarized below.

A. Cargo Preference Program:

The PPS was mailed to 247 customers, of whom 56 responded. This resulted in 23 percent response rate. Nineteen (19) respondents provided comments. Of the 19, 4 requested follow-up calls. The Office of Cargo Preference has been in contact with the four and is actively reviewing their requests.

The majority (31 of the 56 respondents) found the program performance above average or excellent, while 11 rated it as average. Therefore, 75 percent rated the program average or above. In addition, several of the respondents noted their satisfaction with the Office of Cargo Preference and its staff’s professionalism.

B. Environmental Activities:

The PPS was mailed to 153 customers, of whom 26 responded. This resulted in a 17 percent response

IV. FY 2002 CUSTOMER INPUT BY PROGRAM

Fifty-eight (58) percent of the



respondents rated MARAD above average or excellent in meeting their needs. The majority of respondents (66 percent) deal with MARAD two times or less a month. Thirty-one (31) percent have been customers of MARAD 10 years or less, while 10 percent have dealt with us more than 30 years. Thirty-seven (37) percent cited MARAD as their primary supplier for maritime information and support.

CUSTOMER SATISFACTION REPORT

rate. Of the responses received, 50 percent made no comments or stated that they did not know of the program (one respondent based the evaluation on its experience with another MARAD program and was therefore included as if no comments were provided). Three in the latter category asked for additional information about the program. Of the remaining responses, 23 percent rated the Environmental Program as satisfactory in meeting their needs and in outreach (one respondent was less than satisfied with the initial outreach contact but was satisfied with subsequent contacts), while 77 percent rated the Program as above average or excellent in these areas. One hundred (100) percent of the commenters rated the Program's Services as the same or better than those of other agencies and 85 percent rated the service as being better than most in at least two categories.

C. Maritime Loan Guarantee Program (Title XI):

The PPS was mailed to 72 customers, of whom 24 responded. This resulted in a 33 percent response rate. The program received its highest rating on "how successful was the program in meeting your needs" with 88 percent rating the program above average or excellent. This was followed by outreach initiatives - initial contact, and contact during transaction. Overall the outreach initiatives received a 74 percent rating of above average or excellent.

Several respondents noted that documenting a Title XI deal is burdensome compared to other loan programs. In general, comments reflect that MARAD's processing time is too long, requests too much information, and does not compare favorable to similar transactions in the

commercial sector. Commenters also offered that agreements should be simplified. Several noted that the program appears understaffed but that the staff is professional, timely valuable, and much appreciated.

D. National Maritime Resource and Education Center (NMREC):

The PPS was mailed to five customers, of whom zero responded. This resulted in a 0 percent response rate. As a result, the program office was unable to evaluate the program. However, staff will continue to participate in this program by requesting comments and suggestions as appropriate from their customers and, making appropriate adjustments in their approach.

E. Vessel Transfer Program:

The PPS was mailed to 33 customers, of whom 8 responded. This resulted in a 24 percent response rate. Seventy-five (75) percent indicated the program was above average or excellent in meeting their needs. The majority of respondents interacted with MARAD an average of two or less times per month by the Vessel Transfer Program office and 50 percent of respondents have been MARAD customers for more than 25 years. All except two respondents indicated they interact with MARAD because they were required to do so by law, and two wanted additional services.

Comments received included, "MARAD's personnel have, over 22 years in practice, always impressed me as dedicated, honest and responsive."

V. CONCLUSIONS

The majority of our customers utilize MARAD because (a) of legal requirements, such as cargo preference laws, (b) the financial benefits some of our programs provide, or (c) our experience and knowledge.

This year's survey indicated a majority (58 percent) found MARAD above average or excellent in meeting their needs. They believe we are professional, ethical, and willing to work with our customers. However, some respondents indicated we need to improve communication and timeliness.

This survey did point out some flaws in our methodology and some programs did not generate sufficient responses to be meaningful.

Below are conclusions about specific programs.

A: Cargo Preference Program:

One of the respondents indicated the program needed more visibility. In response to this comment, it was noted that the Office has begun to publish an electronic newsletter, which is currently being transmitted to industry. Further, the Office is expanding its outreach program to the public. Another respondent indicated that more business applications and cargo preference data should be posted on MARAD's website, and the Office should ensure that shippers explicitly follow cargo preference laws. We are expanding the website information and activity monitoring shipper compliance.

B. Environmental Activities:

The survey results indicate that, in general, MARAD's Environmental Activities Program is viewed positively by those who are aware of and worked with the Program. However, based upon a few of the comments received and the number of responses with no comments because of the lack of knowledge of the program, it is clear that the Program has insufficient visibility. It is also apparent that the mailing list for the survey needs to be more focused.

C. Maritime Loan Guarantee Program:

The Title XI program generally has competitive advantages over commercial alternatives - longer terms and lower interest rates. However, several respondents stated MARAD needs to improve the response time in addressing inquiries from clients.

D. Nation Maritime Resource and Education Center:

As a result of receiving no responses to the survey, we are unable to develop trends or a list of frequent comments.

E. Vessel Transfer Program:

The survey results indicate that, in general, the Vessel Transfer Program was positively evaluated by its customers and suggests only two areas for improvement suggested by one respondent, Availability of Service and Responsiveness to Concerns. Appropriate action items have been identified to facilitate improvement. Also, one respondent indicated that it would be helpful if MARAD could (1) provide foreign-flag vessels owners with a list of their ships that are subject to MARAD contracts, and (2) notify

foreign-flag vessel owners that a written guarantee from a financially qualified U.S. company could be used as a substitute for a surety company bond for vessels subject to MARAD contracts.

VI. ACTION PLAN

Based on data received in response to MARAD's 2002 PPS, the following action items were developed.

A. All Programs:

Conduct team-planning sessions with program managers and key staff to identify ways to improve program operations and develop action plans. For example, we will discuss ways to make information on our websites more timely, accurate, and user friendly, and to provide more information on MARAD programs and services. Team members will also explore ways to increase response rates for future customer surveys.

Each operating program will continue to monitor and evaluate survey responses on an ongoing basis, and make feasible program modifications to meet customers' needs.

Staff will review the roles and functions of our federal and non-federal partners to avoid duplication of services by others. We will evaluate our resources to improve our performance and services as well as partnerships both public and private entities.

MARAD will consider ways to increase its visibility with customers (an issue raised by a number of customer comments). MARAD headquarters will coordinate travel plans between headquarters and regional offices to

provide the highest level of service. In addition, alternative ways to provide information to customers will be explored.

B. Cargo Preference Program:

The Office of Cargo Preference has developed an electronic alternative whereby Export-Import Bank shippers can report completed vessel voyages. For compliance purposes, the same system will electronically deposit the information into the Cargo Preference Overview System. For more information, click on <http://www.marad.dot.gov/offices/pr17/waiver.html> to review P.R. 17 requirements.

In a continuing effort to strengthen its customer satisfaction, the Office also has developed and is transmitting to its customers an electronic newsletter to keep industry informed of activities within MARAD and around the industry.

In addition to its P.R. 17 website, the Office has in place the following sites which deal with the establishment of a system to E-mail transmission of market leads and an electronic listing of U.S.-flag carriers. To view these sites, click on <http://www.marad.dot.gov/offices/carriers.html> or for a listing of U.S.-flag by vessels, and click on <http://www.marad.dot.gov/offices/vessels.html>.

C. Environmental Activities

The Office of Environmental Activities (OEA) will focus on increasing the visibility of its programs and customer satisfaction



activities. First, the OEA will review and enhance the MARAD website to reflect better the environmental programs and to provide more timely information about current important issues and initiatives. The OEA will explore the possibility of periodic newsletters to inform constituents of actions or issues. As part of the latter effort, the OEA will build upon the Marine Energy and Air Emissions newsletter currently published by MARAD.

D. Maritime Loan Guarantee Program:

The Title XI application forms were revised. New, simpler documentation is in use, with an average 40 percent reduction in the volume of documents used to close on Title XI financing. Staff will continue to meet with prospective Title XI applicants to help them file applications that are more complete and can be acted upon more quickly.

E. National Maritime Resource and Education Center:

Customers will be advised, on an informal basis, that MARAD forwards periodically a CSQ and their responses are extremely valuable to us in formulating and refining our services in response to their needs.

F. Vessel Transfer Program:

Commencing August 2002, the Vessel Transfer Program staff members will systematically contact foreign-flag vessel owners who have provided surety company bonds to advise that a written guarantee from a financially qualified U.S. company may be used as a substitute.

Effective October 1, 2002, the Vessel Transfer Program staff will provide an

annual reminder notice to the owners of foreign-flag vessels subject to MARAD contracts.

VII. CUSTOMER SATISFACTION ACCOMPLISHMENTS

As an ongoing process, upon review of data provided in response to MARAD's previous PPS forms, the following comprises our accomplishments to date.

A. All Programs:

1. Need Identified: To improve our electronic customer interface:

Actions Taken: MARAD's website has been revamped.

MARAD headquarters staff will further improve web pages by adding sections to notify customers of upcoming speeches, conferences, and meetings.

The Division of Information Resources Management has coordinated the designation of a staff member from each program office to update their section of the MARAD website.

The SOCP membership meetings are broadcast live over the Internet.

Electronic newsletters have been developed to keep industry informed of activities within MARAD and around the industry.

2. Need Identified: To improve our partnerships with federal and non-federal entities:

Actions Taken: MARAD is working in partnership with the Environmental Protection Agency (EPA) on issues related to the Emergency Planning and Community Right-to-Know Act and the Pollution Prevention Act.

The Marine Transportation System (MTS) team was formed consisting of members from the U.S. Coast Guard (USCG), MARAD, U.S. Army Corps of Engineers, the National Oceanic and Atmospheric Administration, EPA, and nine other federal agencies. Also, MARAD is the sponsor of a non-federal National Advisory Council to advise the Secretary of Transportation on MTS matters.

MARAD offices partnered with the Bureau of Transportation Statistics to develop a mariner survey. Customers surveyed included U.S. citizen merchant mariners from the USCG's Merchant Mariner Licensing and Documentation system. Data collected included rating/position, marine school(s) attended, and how to contact the mariner in the event of a crisis requiring additional mariners.

A joint task force was established between U.S. Agency for International Development (USAID) and MARAD to review reimbursement and streamlining of procedures with respect to the ocean freight differential program (OFD).

In January 2002 MARAD, Department of Energy, and EPA cosponsored a workshop on Maritime Energy and Clean

Emissions. There were over 130 participants, including 31 speakers from both national and international organizations. The topic of discussion was the major U.S. policies and issues affecting ports and maritime commerce, and various technologies and methods being explored to improve energy efficiency and reduce air pollution.

3. Need Identified: To increase MARAD's visibility with customers:

Actions Taken: Staff participated in numerous conferences, seminars, and exhibits with other federal and non-federal entities. Staff coordinated events and travel with MARAD regional offices when appropriate.

Under MARAD's SOCP, a Mariner Recruitment and Retention Working Group was formed to heighten awareness about career and employment opportunities in the maritime industry. Among the initiatives set forth and achieved by MARAD/SOCP's Working Group is the co-sponsorship of a public broadcasting production highlighting careers in the maritime industry, the assimilation of a presentation package to be used in student outreach, visits at elementary and high schools to introduce students to the maritime industry, the production of a brochure featuring career options, and a mariner recruitment and retention web page.

The Office of Ship Operations has embarked on an extensive array of activities all focused on Promoting our Programs. Increased Ready Reserve Force (RRF) ship open house opportunities for the Department of Defense, the

CUSTOMER SATISFACTION REPORT

media, and the public have been used as a vehicle to distribute redesigned RRF and ship specific promotional brochures. For children a 25th anniversary RRF coloring book was developed in which the ship's captain conducts a tour and explains what his ship and crew do. Increased opportunities to coordinate activities with the media have resulted in the creation of new media advisory kits, visits to the fleet sites, and invitations to participate in vessel sea trials.

A top to bottom review of the RRF business processes, procedures, and performance measurement both at the regional and headquarter levels was completed.

Revised Title XI application forms are now in use and a Final Rule was published in the in the ***Federal Register*** on improvements in the administration of the Title XI program.

Recruitment for the U.S. Merchant Marine Academy has been broadened by outreach to other countries. Class of 2005 includes six students from three different countries and the Class of 2006 has six students from Panama.

MARAD improved outreach for the Vessel Transfer Program by establishing procedures to return telephone calls within 24 hours of receipt, contact applicants to acknowledge receipt of vessel transfer applications, and provide weekly updates on status, until a decision is made. Staff also established a system to provide a weekly review of the correspondence log to ensure appropriate monitoring and timely response to correspondence.

B. Actions Taken by Specific Programs:

1. Cargo Preference Program:

In response to requests to be better informed on legislative matters and notifying carriers on a real-time basis of shipments, the Office of Cargo Preference established a system to E-mail transmission of market leads. The Office also maintains a web page that provides an updated list of U.S.-flag carriers and U.S.-flag vessels.

As a result of a major review of cargo preference regulations to update and make them more reflective of the way ocean transportation is conducted, we amended existing criteria for granting waivers of the U.S.-flag requirement.

2. Domestic Shipping Activities:

MARAD now provides a direct shipper assistance program to the mutual benefit of customers and carriers in the oceangoing coastwise trade. Specifically, MARAD maintains a listing of coastwise-qualified vessels, and provides advice to industry on how to best ship commodities in compliance with the Jones Act or coastal shipping laws. MARAD is developing an electronic "broadcast" E-mail system that can send shipper requirements to multiple carriers or brokers simultaneously to better meet shipper needs.

MARAD has developed a program for issuing waivers of the U.S.-build requirement for the smallest of passenger vessels (12

passengers or less) engaged in coastwise trade. Changes made to streamline program procedures have decreased the average time from receipt of an application to a decision from 73 to 53 days. This is a 27 percent improvement.

MARAD's Domestic Shipping staff is reviewing its brochures and has begun to update them as appropriate.

3. Environmental Activities:

The OEA enhanced the environmental section on MARAD's NMREC web page to reflect MARAD's environmental goals and the mission of the Office. A direct link to the Office Director is included to provide prompt responses to customer inquiries.

We have established relationships with ports, industry, academia, federal, state, and local governments to identify and demonstrate transferable clean emissions technology for marine use. The OEA has also leveraged resources to conduct emissions abatement technology demonstration projects throughout the United States. The OEA will now expand its focus to include solutions to air emission related port expansion issues. Regular newsletters are currently being sent to provide updates on activities related to that new program.

4. Intermodal Development Program:

The Office of Intermodal Development (OID), in recognition of the growing importance of intermodal access, undertook a

comprehensive survey of access conditions at U.S. ports. The Intermodal

Access Survey gauged the state of

roadway, rail, and waterside access conditions at U.S. ports and pinpointed potential actions for the future.



In August 2002 the OID published "Intermodal Access to U.S. Ports - Report on Survey Findings." The Report presents a comprehensive assessment of the intermodal interfaces between land and water as they impact the movement of passengers and cargo through our Nation's transportation system.

In 2002 OID partnered with the Inland River Ports and Terminals Inc. to address transport access issues that impact efficient and effective freight transportation to and through shallow draft marine ports and terminals. The objective is to gauge issues that the marine transportation faces and to work toward solutions. This complements OID's partnership with the American Association of Port Authorities and National Association of Waterfront Employers that continues surveying the deepdraft marine ports and terminals.

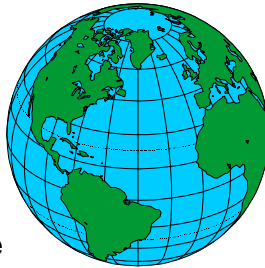
The OID obtained approval by the Office of Management and Budget to survey the shallow draft industry. OID will start the survey of the shallow draft port industry in September 2002.

OID expects to have the survey results of both the deep draft and shallow draft port industry published in the summer of 2003.

OID's latest initiative is the Inland Waterways Intermodal Cooperative Program (IWICP), a public private partnership. The goal of the IWICP is to increase the productivity and cost effectiveness of domestic freight transportation companies that use America's inland waterways through research and development.

5. Maritime Loan Guarantee Program:

The Title XI staff contacts their customers, as needed, for a general status update on the company and the industry segment which it operates.



The staff continues to meet with prospective Title XI applicants to discuss the Title XI program and help them file applications that are more complete and can be acted upon more quickly.

To maintain industry awareness of the Title XI program, MARAD staff participated in various seminars and conferences throughout the United States, including:

In March 2001 presented speech and participated in the 17th Fast Ferry International Conference & Exhibition at the Ernest N. Morial Center in New Orleans, LA.

In June 2001 exhibited and participated in the Marine Log Gulf

Offshore Conference, which focused on the design, operation, construction and maintenance of shuttle tankers, deepwater rigs, and offshore supply vessels for offshore exploration and production.

In September 2001 presented speech and participated in the Shipbuilding Technologies Conference in Biloxi, MS and the Break Bulk Transportation Conference in New Orleans, LA.

In November 2001 co-hosted the Marine Log Ferries Conference. In addition to delivering the welcoming address, interacted with new operators to discuss the Title XI financing. Participated in a panel discussion about the future of the ferry industry.

In November 2001 presented speech and participated in the International North Boat Conference held in New Orleans, LA.

In March 2002 presented speech and participated in Shipping 2002 sponsored by the Connecticut Maritime Association Ship Conference. Conference was held in Stamford, CT.

6. Maritime Security Program (MSP)/Voluntary Intermodal Sealift Agreement (VISA):

The program staff will continue to: (1) respond to inquiries about participation in our MSP/VISA programs in an expeditious manner, and (2) continue to educate operators as to both the advantages and limitations of the programs.

7. Maritime Transportation Statistics:

The Office of Statistical and Economic Analysis restructured its customer support service program by appointing a staff member and a backup as the main points of contact for all customer support inquiries. The Office redesigned its website with easy to find information to respond to customers' inquiries. As a result, customers are currently able to obtain the information they seek from the website in more than 70 percent of cases (confirmed by regular direct follow-up with customers). Through its new programs of regular direct follow-up and an annual review of the substance of all inquiries, the Office is now able to ensure that its website is focused on customer needs and that all customer inquiries are responded to in an efficient and timely manner.

In 2002 the Office released MARAD's first ever publication in electronic version only (CD-Rom and website) and will continue to move in that direction to ensure that its publications are released in a timely manner with up-to-date data.

The Office is currently working on an automated telephone system that will direct the caller to the appropriate person and ensure timely response to all incoming calls.

8. National Defense Reserve Fleet/Ready Reserve Force Program (NDRF/RRF):

The Office of Ship Operations completed an ambitious Business Process Review of the RRF

program. Process Improvement Teams successfully benchmarked some of the top maritime shipping companies in the United States and invited our Ship Managers to



participate in focused workshops. Identifying best industry practices and customer needs provides us the opportunity to consolidate and improve our business model.

9. National Maritime Resource and Education Center (NMREC)/MARITECH:

No responses were received for the NMREC program. Hence, we were unable to develop trends or a list of frequent comments.

In September 2001 the MARITECH program came to an end. MARITECH was a technology development program to improve ship design and construction processes in U.S. shipyards. Since 1994 a total of 66 projects valued at \$349 million were selected of which 40 valued at \$170 million were assigned to MARAD to administer.

10. Ocean Freight Differential Program (OFD):

The Office of Cargo Preference will continue to revise ocean freight differential procedures for payment to improve efficiency, timeliness of reports, and reduce operating costs.

A joint task force has been formed between the U.S. Department of Agriculture, USAID, and MARAD

to review reimbursement procedures with respect to OFD and amend the Memorandum of Understanding to reflect revised procedures and streamlining of the process.

A draft Notice of Proposed Rulemaking to update our agricultural cargo preference regulations is currently being reviewed within MARAD.

11. Operating Differential Subsidy Program (ODS):

While the ODS program is reaching the end of its statutory life, we will continue to work with existing contractors to assure they have complete information and to assist them in receiving the ODS payments earned under the contract in a timely and efficient manner.

12. Port Conveyance:

MARAD has reviewed the port conveyance application process and is examining ways to provide improved guidance to perspective applicants. As part of our overall effort to increase the visibility of the Port Program, we have highlighted this program in recent industry outreach activities.

13. Port Development

The Division of Ports has significantly broadened its participation as speakers and panelists in industry conferences, seminars, and workshops. These outreach activities have resulted in increased interaction with industry at the local, regional, and national levels. We are conducting monthly conference calls with our regional counterparts to improve the flow of

information and ideas on current agency projects and programs as well as to discuss how we can improve our customer satisfaction and performance.

14. Ship Operations Cooperative Program:

The SOCP partnered with commercial



and governmental maritime organizations to jointly fund and work on projects of common interest. Since April 2001, three membership meetings have been held.

The first meeting included presentations on alternative fuels, air emissions, regulatory, technology, and manpower issues relating to the fishing and ferry industry.

The second focused on Mariner Recruitment and Retention issues and the potential use of smart cards to improve security in the maritime industry.

The third focused on maritime security, the ferry industry, and ballast water management issues. The consortium now numbers 41 members.

The staff contacted SOCP members who have been unable to attend memberships meetings and, as a result, packages handed out at our membership meetings is being forwarded to members who could not attend.

15. State Maritime Schools/Schoolship Program:

The State Maritime Schools continue to train and educate cadets in maritime engineering and navigation producing highly qualified graduates with an USCG merchant marine officer's license and practical shipboard training. We will continue to improve communications between all the schools and MARAD.

MARAD established a mechanism to allow the reserve fleets to accommodate a limited number of visits for training purposes (vessel familiarization).

A new Marine Surveyor was assigned to MARAD's South Atlantic Region. Feedback from the customer indicates that this assignment improved service to the Academy.

16. U.S. Merchant Marine Academy (USMMA):

MARAD decided a more specific survey was necessary to meet the needs of the USMMA. The staff at Kings Point will prepare a PPS form to reflect the USMMA program in conjunction with the next scheduled accreditation review.



17. Vessel Transfer Program:

Two areas of customer satisfaction improvements were implemented for the Vessel Transfer Program.

Program staff now contacts applicants to acknowledge receipt of vessel transfer applications and provide updates on application status.

The Program Manager devised a system to provide a weekly review of the correspondence log to ensure appropriate monitoring and timely response to correspondence.

18. War Risk Insurance

Since this program is active only in times of emergency, it has not had a large customer base to survey in previous years. Customer satisfaction can be better ascertained when there is a significant customer base.

19. Looking Ahead

As more cycles are completed, customer service will be more responsive, and customer satisfaction should grow.

PROGRAM PERFORMANCE SURVEY

CUSTOMER SATISFACTION REPORT

Executive Order 12862 requires MARAD to survey customers to determine the kind and quality of services they want and the level of their satisfaction with existing services. The Program Performance Survey is intended to obtain customers' view on MARAD's major programs and activities with which the customers were involved during the preceding year. Senior management and program managers would use information provided to monitor the overall level of customer satisfaction and to identify areas for improvement in program service or product delivery.

Programs are evaluated on a continuous 3-year cycle*. The following shows the breakdown for MARAD programs.

First Year (2002), (2005)

- Cargo Preference Program
- Environmental Activities
- Maritime Loan Guarantee (Title XI) Program
- National Maritime Resource and Education Center
- Vessel Transfer Program

Second Year (2003), (2006)

- Intermodal Development Program
- National Defense Reserve Fleet/Ready Reserve Force
- Ocean Freight Differential Program
- State Maritime Schools/Schoolship Program
- U.S. Merchant Marine Academy

Third Year (2004), (2007)

- Domestic Trade
- Maritime Security Program/Voluntary Intermodal Sealift Agreement
- Maritime Transportation Statistics
- Port Conveyance Program
- Port Development Program
- Ship Operations Cooperative Program

* The War Risk Insurance is a standby program activated as needed. This program will be evaluated during the next review cycle following activation of the program.

CUSTOMER SATISFACTION REPORT



PROGRAM PERFORMANCE SURVEY

U.S. Department of Transportation
Maritime Administration

A Maritime System that Serves America
With American Ships and American Labor

OMB No. 2133-0528
Expiration Date: 09/30/03

Dear Customer:

We value your feedback and would like to know how well we are meeting your needs. Please take a few moments to complete the following questions regarding the _____ program and return this postage paid mailer to us or fax it to (202) 366-9206. For your convenience, you may respond electronically through MARAD's Home Page (<http://www.marad.dot.gov>). This survey takes approximately 6 minutes to complete.

Program Evaluation

1. Please indicate the type of organization you represent: (Circle one)

Environmental	International	Shipbuilder/Repairs
Financial Institution	Legal	Vessel Manager
Government/Federal	Offshore	Vessel Operator/Charterer
Government/State-Local	Port/Terminal	Vessel Owner
Intermodal	Other (Please Specify) _____	

Circle number indicating performance level (1 equals unsatisfactory - 5 equals excellent)

2. How successful was our program in meeting your needs? 1 2 3 4 5

3. How would you rate MARAD on our outreach initiatives?

Initial contact	1	2	3	4	5
Contact during transaction	1	2	3	4	5
Follow-up contact	1	2	3	4	5

Service Evaluation

4. How long has your organization been a MARAD customer? _____

5. What is your average level of interaction with MARAD on a monthly basis?

(Circle one) 2 times or less 3-5 times 6-8 times more than 8 times

6. Using the following categories, please rate how MARAD's service/your working relationship compares to other governmental or non-governmental entities who provide the same or similar services.

	<u>Worse</u>	<u>Same</u>	<u>Better</u>
a. Was service reliable?	_____	_____	_____
b. Was response timely?	_____	_____	_____
c. Was request complete?	_____	_____	_____
d. Was service friendly?	_____	_____	_____
e. Were services available?	_____	_____	_____
f. Was assistance provided?	_____	_____	_____
g. Was conduct ethical?	_____	_____	_____
h. Was data/information shared?	_____	_____	_____
i. Was communication effective?	_____	_____	_____
j. Were we responsive to your concerns?	_____	_____	_____
k. Were employees professional?	_____	_____	_____
l. Were we willing to work with you?	_____	_____	_____

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

CUSTOMER SATISFACTION REPORT

7.	Why did you select MARAD? _____ _____
8.	Are there any additional services we can provide you? Yes ___ No ___ Please List: _____ _____
9.	Is MARAD your main supplier for information and support relating to maritime activities? Yes ___ No ___ a. If no, whom else do you use? _____ _____
	b. Why? _____ _____ _____
10.	Would you recommend MARAD to another member of the maritime industry or Government agency for information and assistance relating to this program? Yes ___ No ___ If no, why? _____ _____
11.	If you had a choice, would you use MARAD again? Yes ___ No ___ If no, why? _____ _____
12.	Please provide comments, suggestions for improvement, or suggested benchmarks or standards for comparable or analogous service from other sources: _____ _____
13.	Is MARAD's information in clear and easy to understand plain language? Yes _____ No _____ If no, please attach a sample or provide a brief explanation. _____ _____

Would you like a MARAD employee to call to discuss comments	Yes	No
---	-----	----

If yes, please provide Name/Phone Number - If no, optional

Name:	_____
Telephone No.:	_____
Organization:	_____
City, State, Zip:	_____

FOR OFFICE USE ONLY

Organizational Code	_____
Program Activity Code	_____
Date Mailed	_____

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

SUMMARY OF PROGRAM PERFORMANCE

SURVEY DATA

CUSTOMER SATISFACTION REPORT

SUMMARY OF PROGRAM PERFORMANCE SURVEY DATA (Note: Not all respondents answered every question)

1. Type of Respondents

	<u>Number</u>	<u>Percentage</u>
Freight Forwarder	8	7.0
Government/Federal	9	7.9
International	5	4.4
Port/Terminal	14	12.2
Ship Broker	4	3.5
Shipbuilder/Repair	10	8.8
Vessel Operator/Charterer	6	5.3
Vessel Owner	32	28.1
Other	*26	22.8

(* Agent-1, Commodity Supplier-2, Consultant-2, Contractor-1, Education-1, Engineering Procurement Construction-1, Exporter-1, Financial Institution-1, Government-State/Local-3, Industry-Manufacturer-1, Legal-2, No Response-3, Oil Field-2, PVO-1, Shipper-2, Trade Association-2)

2. How successful was our program in meeting your needs?

	<u>Number</u>	<u>Percentage</u>
Excellent	30	26.4
Above Average	36	31.6
Average	20	17.5
Below Average	4	3.5
Unsatisfactory	4	3.5
No Response	20	17.5

3. How would you rate MARAD on our outreach initiatives?

	<u>Excellent</u>	<u>Above Average</u>	<u>Average</u>	<u>Below Average</u>	<u>Unsatisfactory</u>	<u>No Response</u>
Initial	21 (18.4)	44 (38.6)	21 (18.4)	5 (4.4)	4 (3.5)	19 (16.7)
During Transaction	28 (24.7)	42 (36.8)	20 (17.5)	4 (3.5)	3 (2.6)	17 (14.9)
Follow-up	23 (20.2)	39 (34.2)	25 (21.9)	5 (4.4)	3 (2.6)	19 (16.7)

(Percentage is in parentheses)

CUSTOMER SATISFACTION REPORT

4. How long has your organization been a MARAD customer?

	<u>Number</u>	<u>Percentage</u>
1-5 Years	19	16.7
6-10 years	16	14.0
11-15 years	19	16.7
16-20 years	8	7.0
21-25 years	8	7.0
26-29 years	8	7.0
30 plus	11	9.7
No Response	25	21.9

5. What is your average level of interaction with MARAD on a monthly basis?

	<u>Number</u>	<u>Percentage</u>
2 times or less	66	57.9
3-5 times	22	19.3
6-8 times	5	4.4
More than 8 times	6	5.3
No Response	15	13.2

6. Comparison to other government and non-government entities?

	<u>Worse</u>	<u>Same</u>	<u>Better</u>	<u>No Response</u>
Reliability	3 (2.6)	44 (38.6)	48 (42.1)	19 (16.7)
Timeliness	7 (6.1)	36 (31.6)	53 (46.5)	18 (15.8)
Completeness	3 (2.6)	45 (39.5)	48 (42.1)	18 (15.8)
Friendliness	4 (3.5)	31 (27.2)	61 (53.5)	18 (15.8)
Availability of Service	5 (4.4)	47 (41.2)	43 (37.7)	19 (16.7)
Assistance	2 (1.8)	41 (35.9)	52 (45.6)	19 (16.7)
Ethical Conduct	0 (0)	37 (32.5)	58 (50.8)	19 (16.7)
Information Sharing	1 (0.9)	54 (47.4)	40 (35.0)	19 (16.7)
Communication	2 (1.8)	44 (38.6)	51 (44.7)	17 (14.9)
Responsiveness	8 (7.0)	37 (32.4)	50 (43.9)	19 (16.7)
Professionalism	0 (0)	36 (31.5)	59 (51.8)	19 (16.7)
Willingness to Work with Customer	5 (4.4)	32 (28.1)	58 (50.8)	19 (16.7)

(Percentage in parentheses)

CUSTOMER SATISFACTION REPORT

7. *Is MARAD your main supplier for information and support relating to maritime activities?*

	<u>Number</u>	<u>Percentage</u>
Yes	42	36.8
No	58	50.9
No Response	14	12.3

8. *Would you recommend MARAD?*

	<u>Number</u>	<u>Percentage</u>
Yes	94	82.5
No	5	4.4
No Response	15	13.1

9. *Would you use MARAD again?*

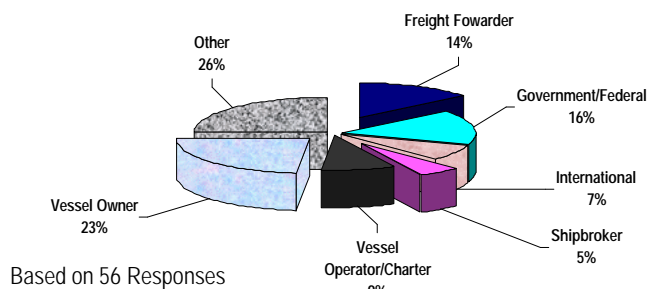
	<u>Number</u>	<u>Percentage</u>
Yes	92	80.7
No	5	4.4
No Response	17	14.9

10. *Responses by Programs*

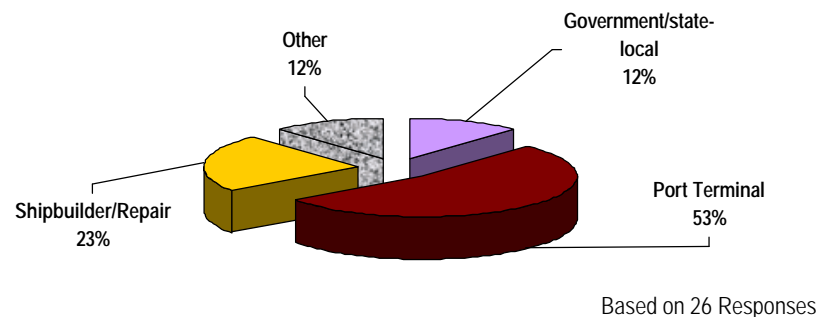
	<u>Mailed</u>	<u>Received</u>	<u>Percentage</u>
Cargo Preference Program	247	56	23
Environmental Activities	153	26	17
Maritime Loan Guarantee	72	24	33
National Maritime Resource and Education Center	5	0	0
Vessel Transfer Program	33	8	24

TYPE OF RESPONDENT

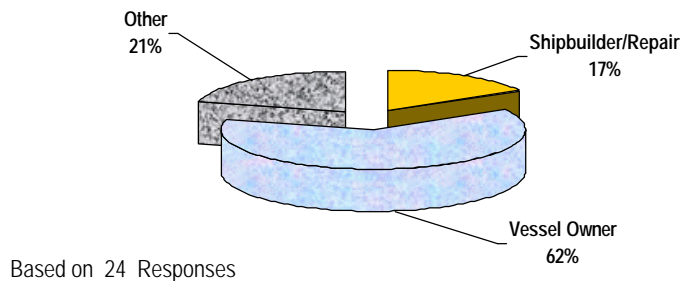
Cargo Preference Program



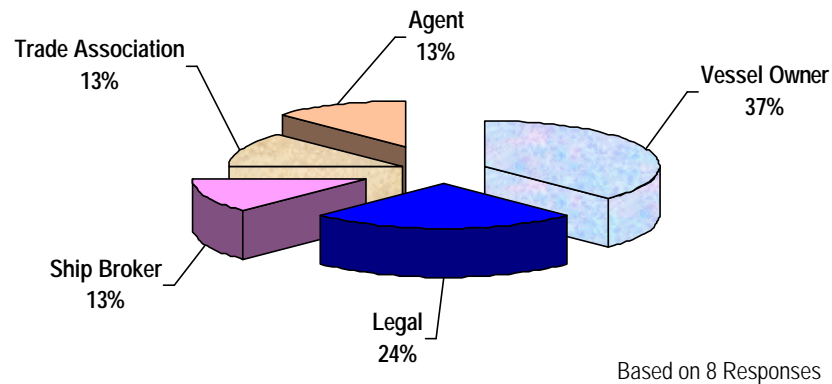
Environmental Activities Program



Maritime Loan Guarantee Program

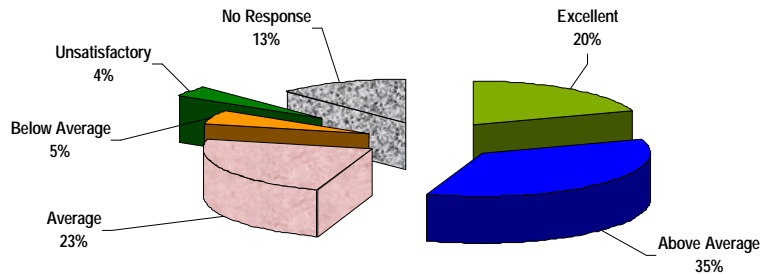


Vessel Transfer Program



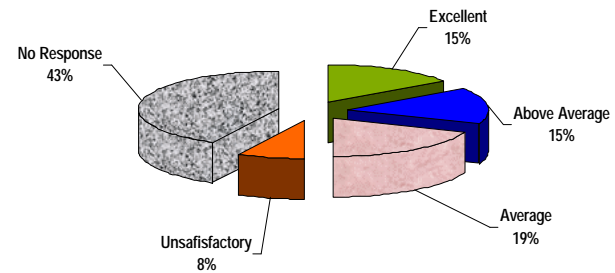
HOW SUCCESSFUL WAS OUR PROGRAM IN MEETING YOUR NEEDS?

Cargo Preference Program



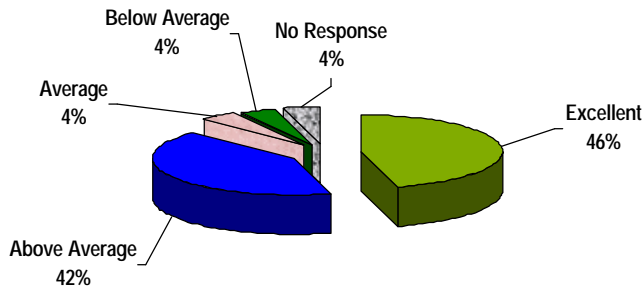
Based on 56 Responses

Environmental Activities Program



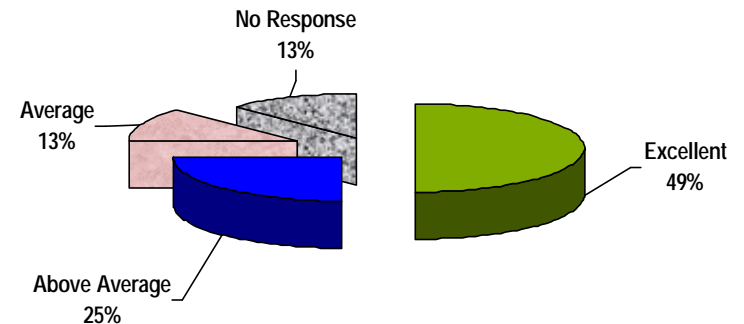
Based on 26 Responses

Maritime Loan Guarantee Program



Based on 24 Responses

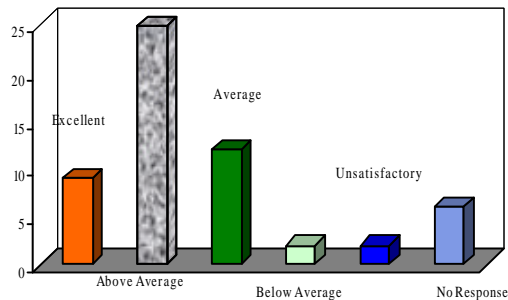
Vessel Transfer Program



Based on 8 Responses

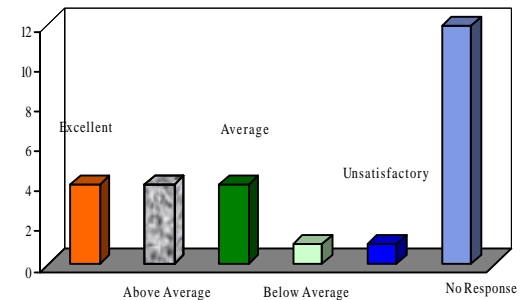
HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?

Cargo Preference Program



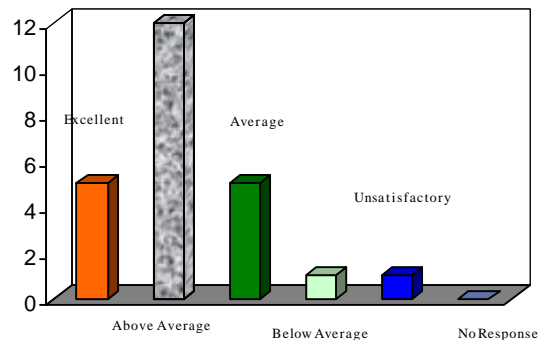
Based on 56 Responses

Environmental Activities Program



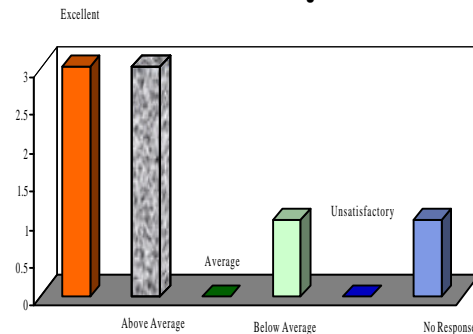
Based on 26 Responses

Maritime Loan Guarantee Program



Based on 24 Responses

Vessel Transfer Program

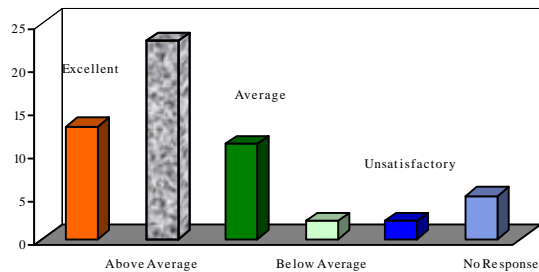


Based on 8 Responses

Initial Contact

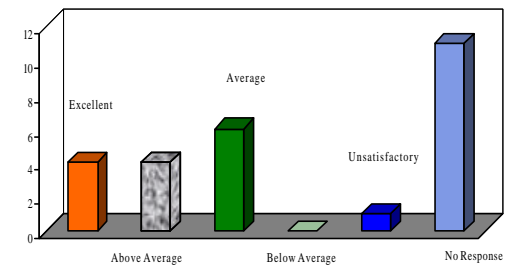
HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?

Cargo Preference Program



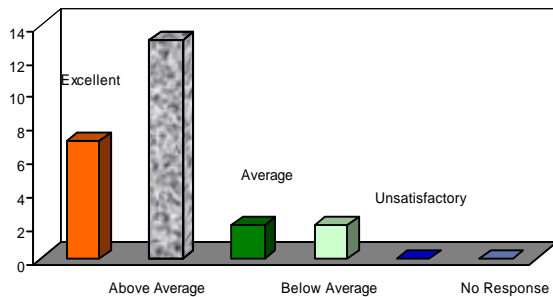
Based on 56 Responses

Environmental Activities



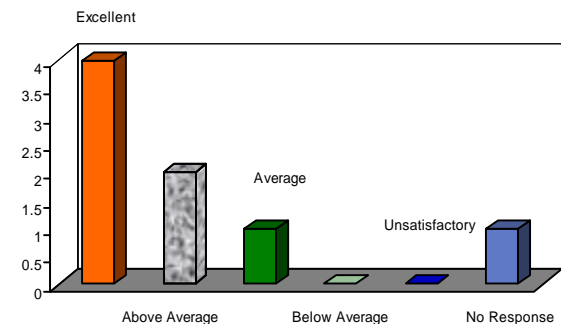
Based on 26 Responses

Maritime Loan Guarantee Program



Based on 24 Responses

Vessel Transfer Program

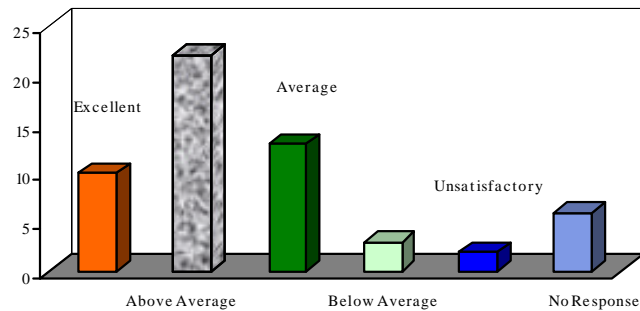


Based on 8 Responses

During Contact

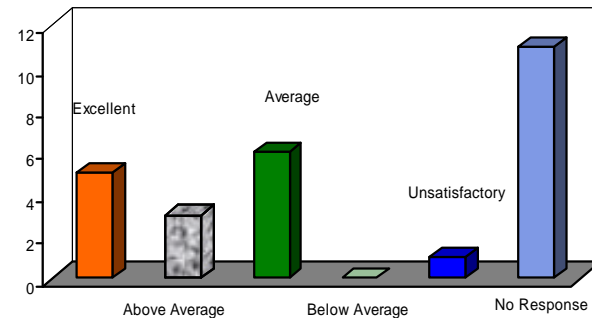
HOW WOULD YOU RATE MARAD ON OUR OUTREACH INITIATIVES?

Cargo Preference Program



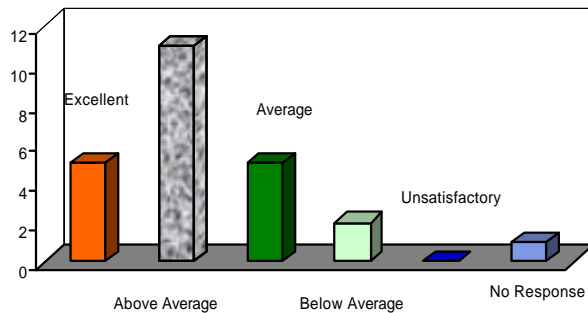
Based on 56 Responses

Environmental Activities Program



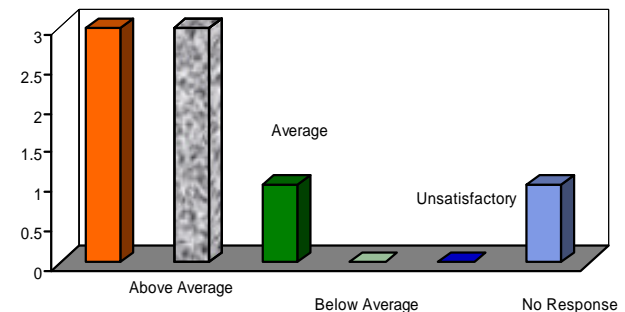
Based on 26 Responses

Maritime Loan Guarantee Program



Based on 24 Responses

Vessel Transfer Program

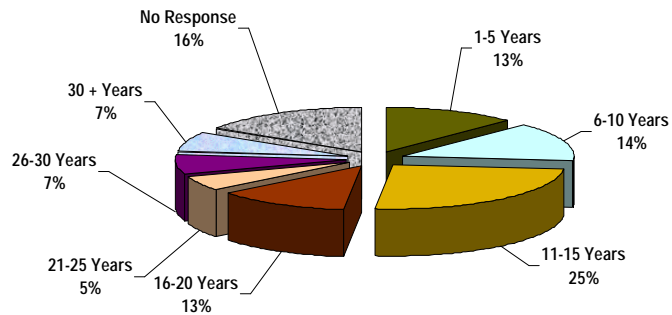


Based on 8 Responses

Follow-up Contact

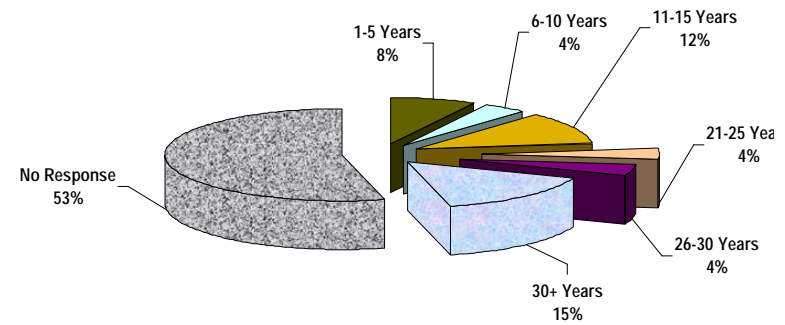
HOW LONG HAS YOUR ORGANIZATION BEEN A MARAD CUSTOMER?

Cargo Preference Program



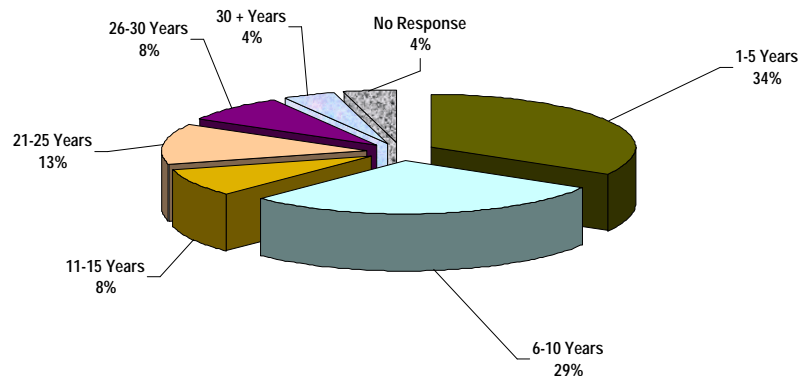
Based on 56 Responses

Environmental Activities Program



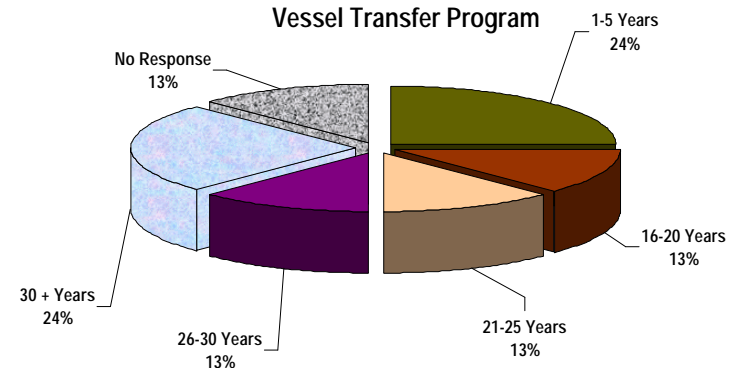
Based on 26 Responses

Maritime Loan Guarantee Program



Based on 24 Responses

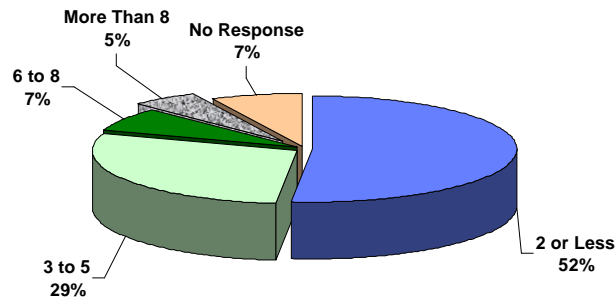
Vessel Transfer Program



Based on 8 Responses

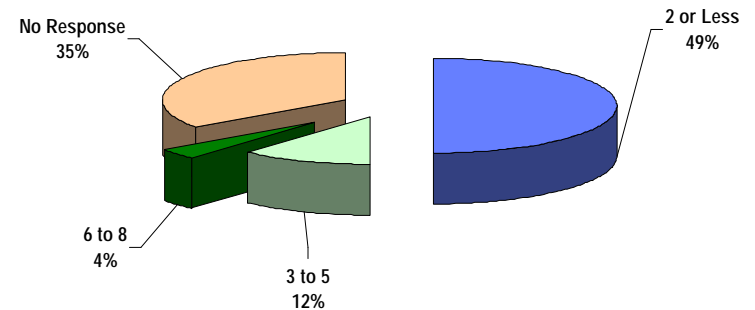
WHAT IS YOUR AVERAGE LEVEL OF INTERACTION WITH MARAD ON A MONTHLY BASIS?

Cargo Preference Program



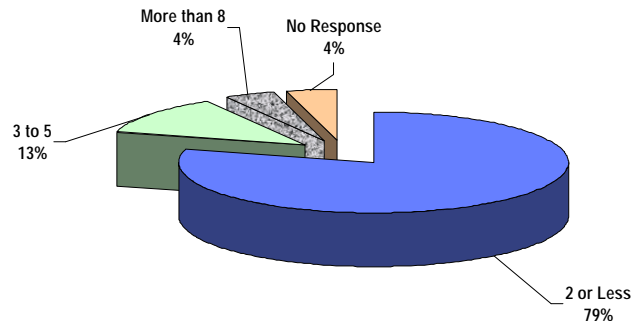
Based on 56 Responses

Environmental Activities Program



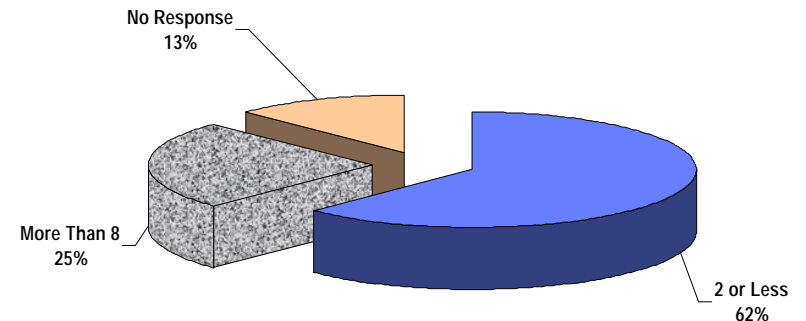
Based on 26 Responses

Maritime Loan Guarantee Program



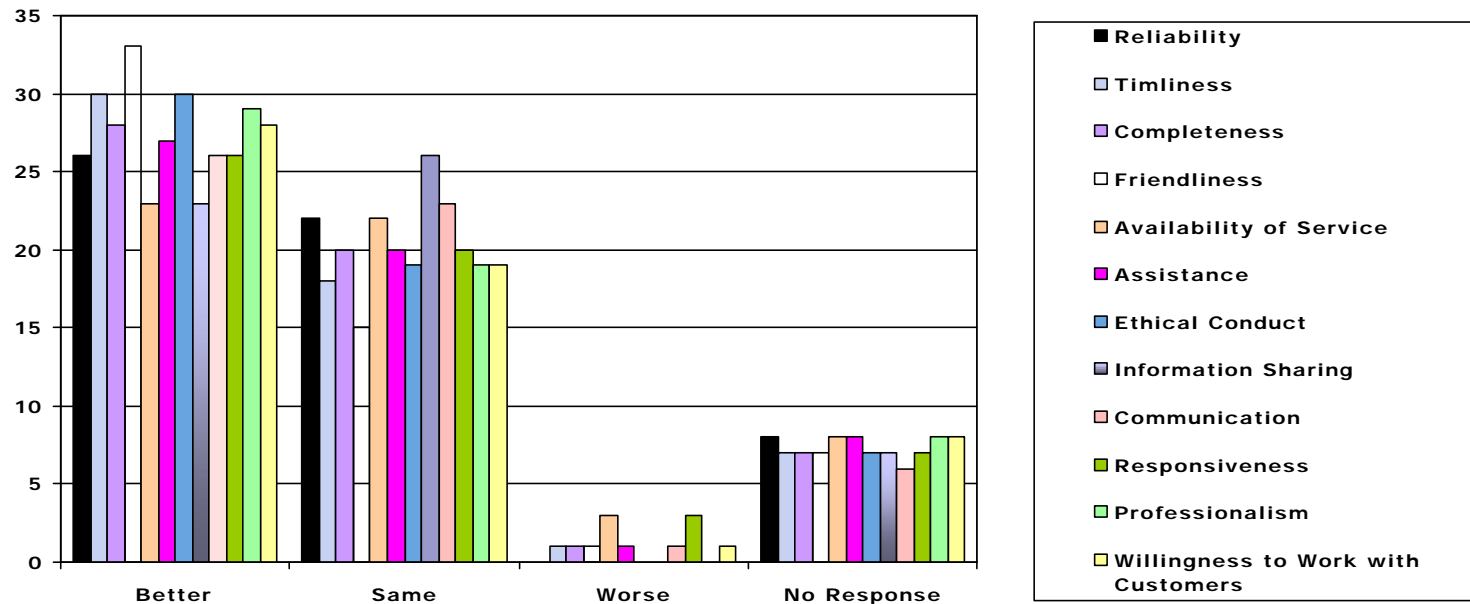
Based on 24 Responses

Vessel Transfer Program



Based on 8 responses

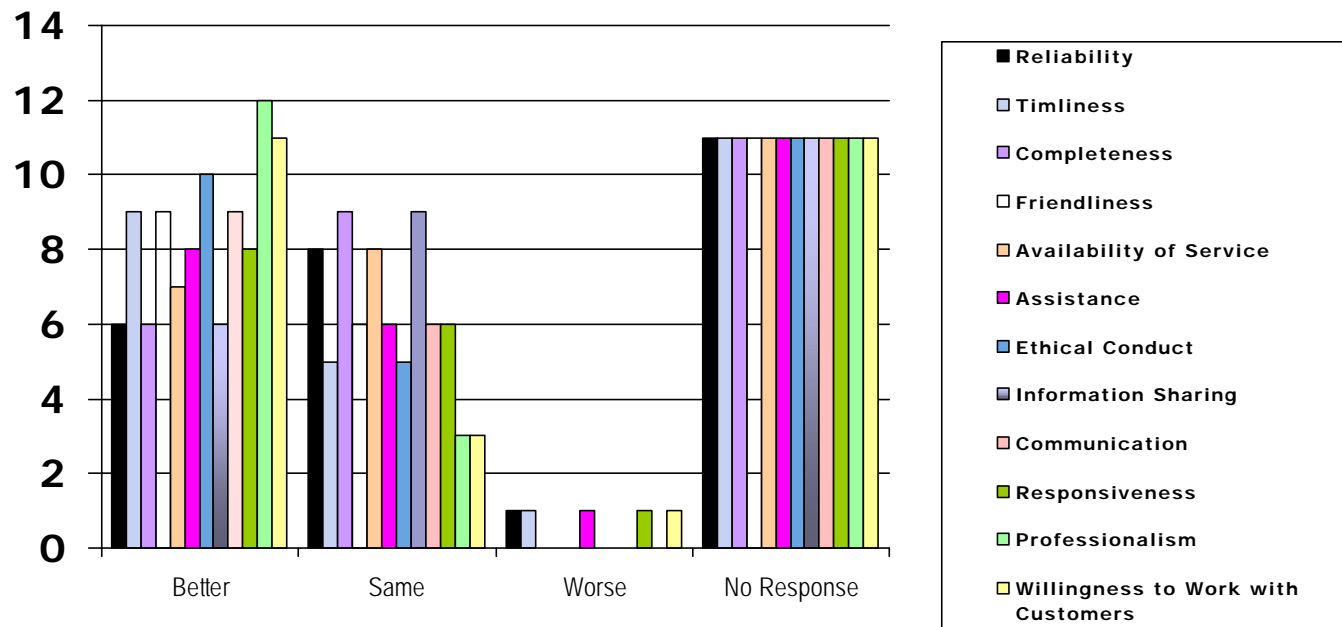
COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



Cargo Preference Program

(Based on 56 Responses)

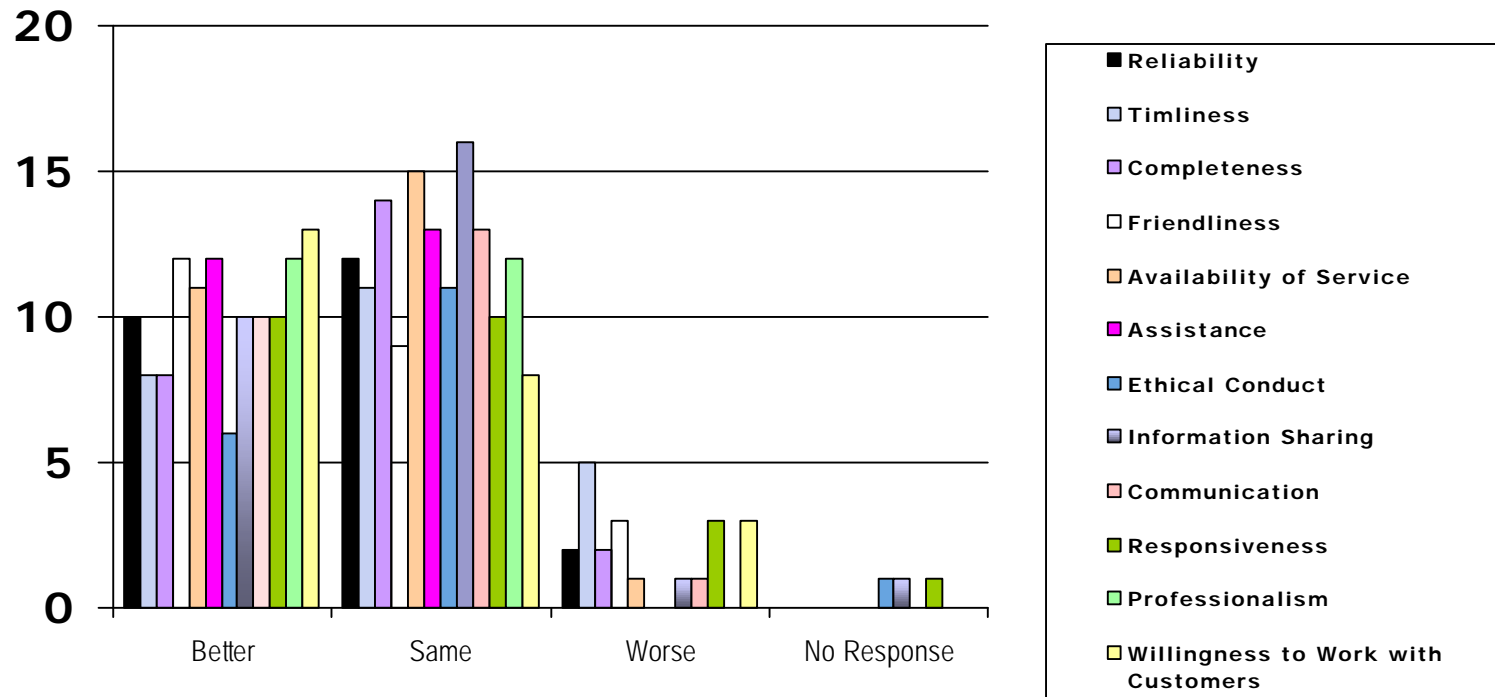
COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



Environmental Activities Program

(Based on 26 Responses)

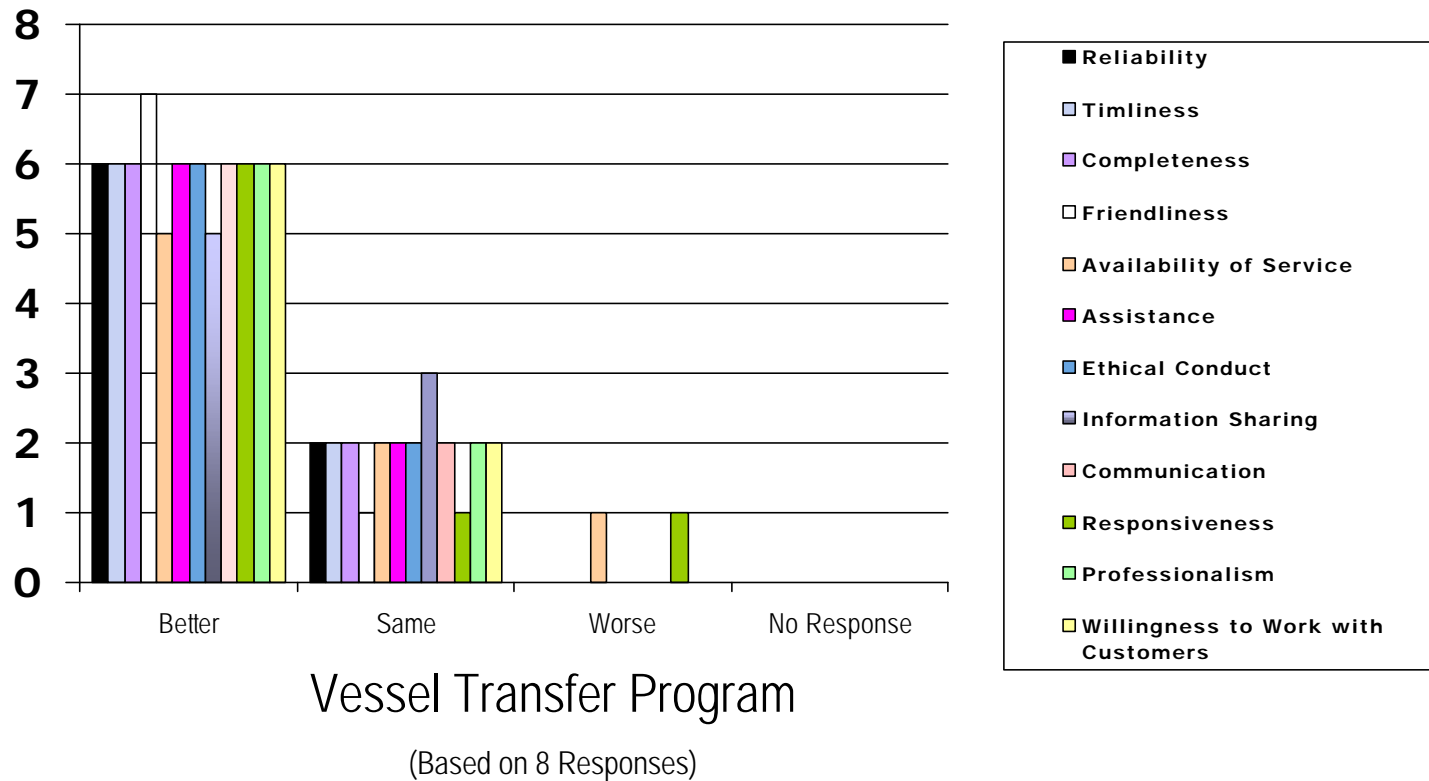
COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



Maritime Loan Guarantee Program

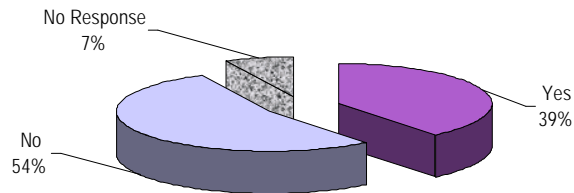
(Based on 24 Responses)

COMPARISON TO OTHER GOVERNMENT AND NON-GOVERNMENT ENTITIES



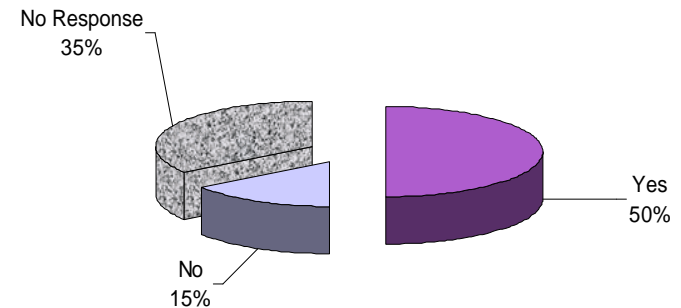
IS MARAD YOUR MAIN SUPPLIER FOR INFORMATION AND SUPPORT RELATING TO MARITIME ACTIVITIES?

Cargo Preference Program



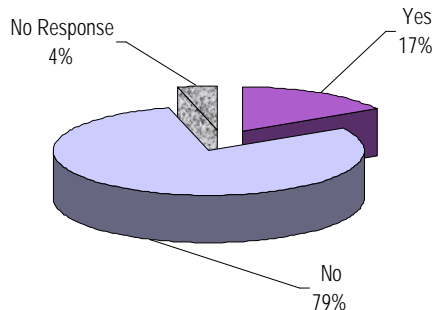
Based on 56 Responses

Environmental Activities Program



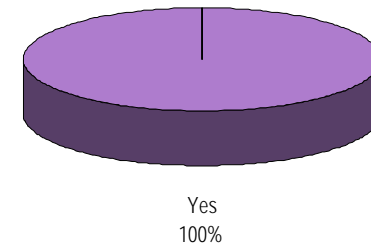
Based on 26 Responses

Maritime Loan Guarantee Program



Based on 24 Responses

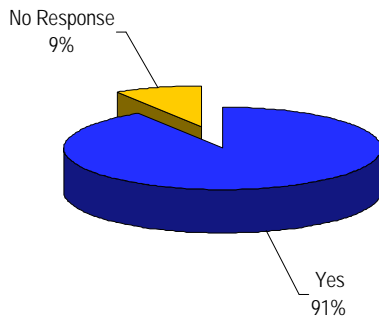
Vessel Transfer Program



Based on 8 Responses

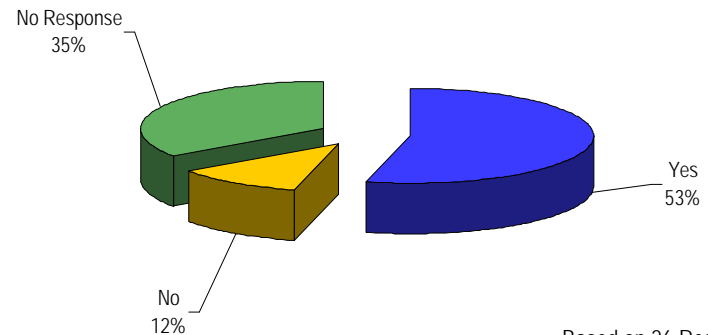
WOULD YOU RECOMMEND MARAD TO ANOTHER MEMBER OF THE MARITIME INDUSTRY OR GOVERNMENT AGENCY FOR INFORMATION AND ASSISTANCE RELATING TO THIS PROGRAM?

Cargo Preference Program



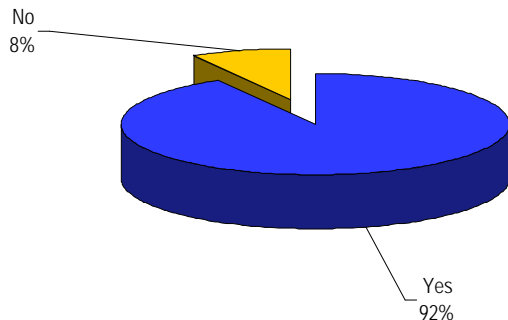
Based on 56 Responses

Environmental Activities



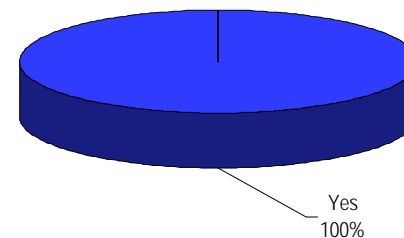
Based on 26 Responses

Maritime Loan Guarantee Program



Based on 24 Responses

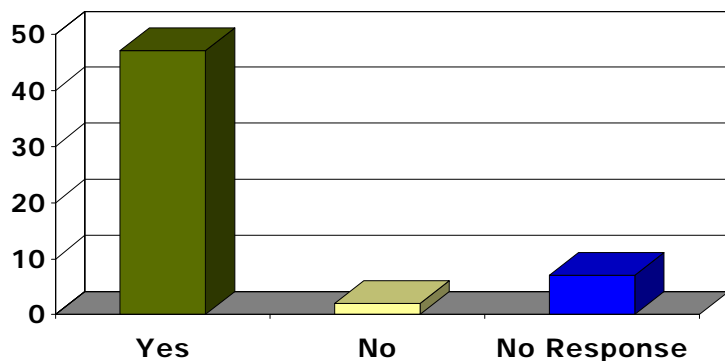
Vessel Transfer program



Based on 8 Responses

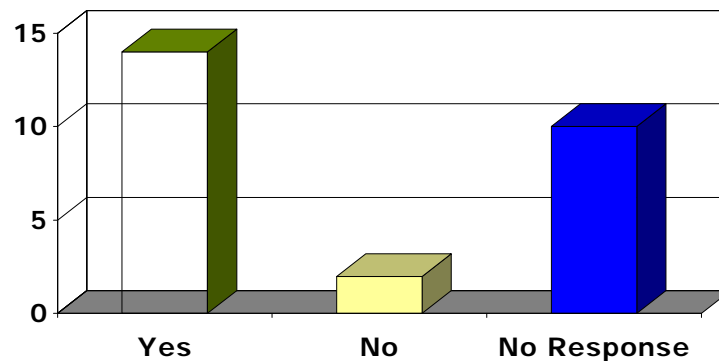
IF YOU HAD A CHOICE, WOULD YOU USE MARAD AGAIN?

Cargo Preference Program



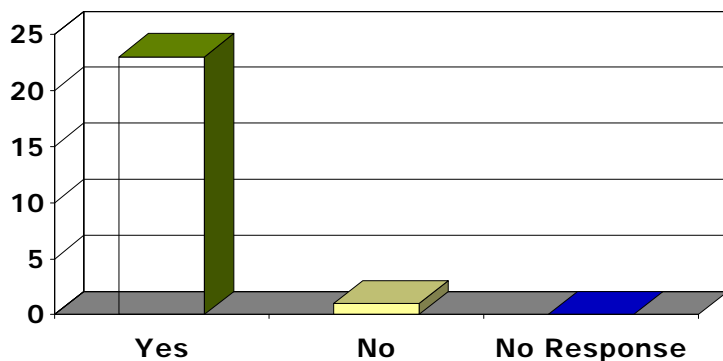
Based on 56 Responses

Environmental Activities Program



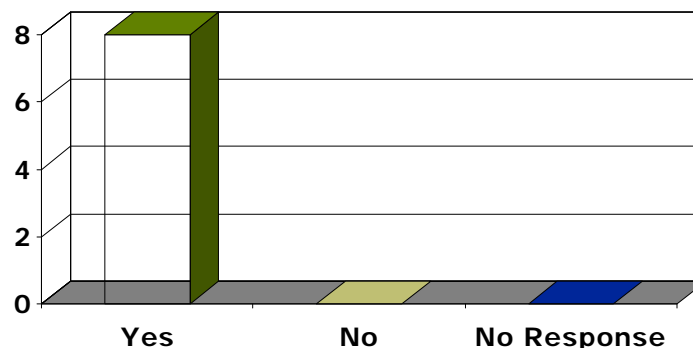
Based on 26 Responses

Maritime Loan Guarantee Program



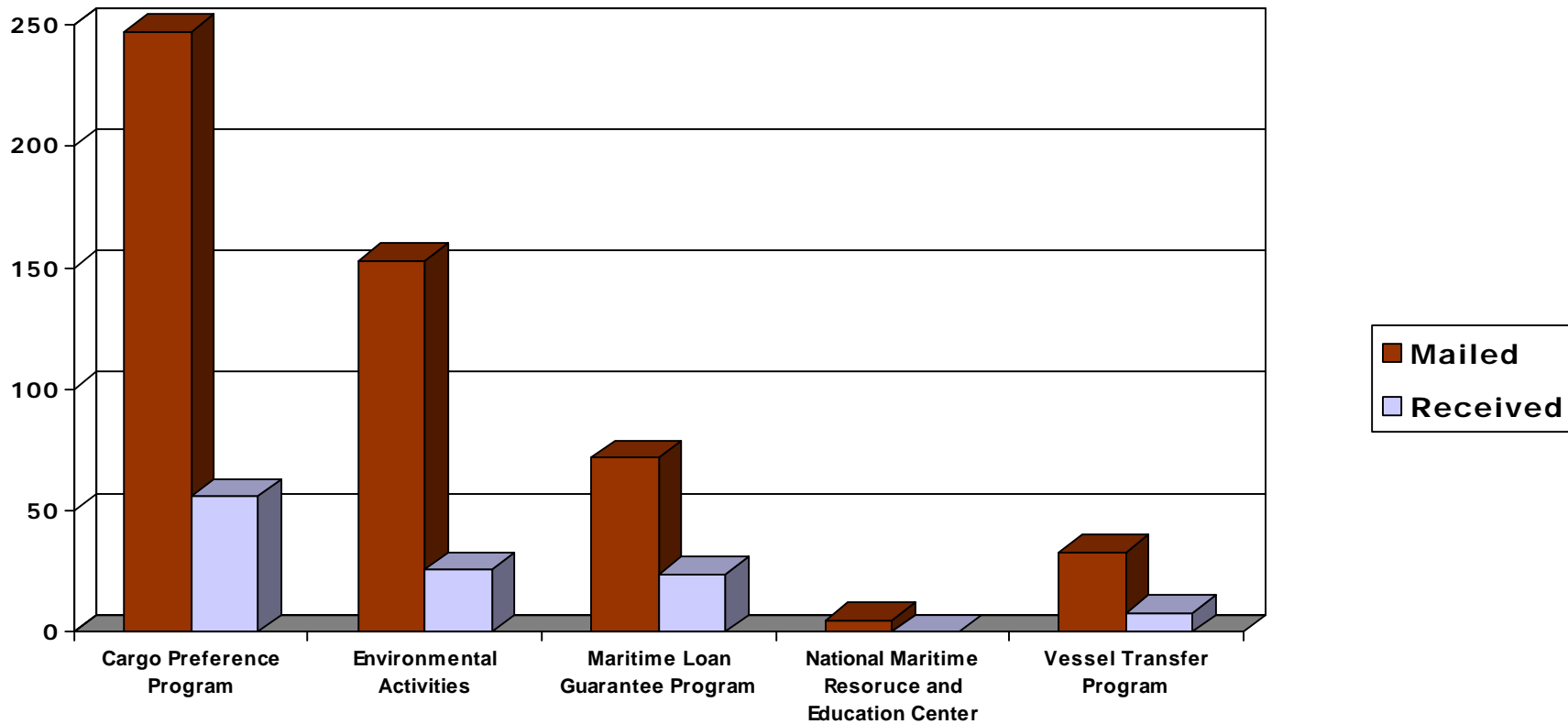
Based on 24 Responses

Vessel Transfer Program



Based on 8 Responses

RESPONSES BY PROGRAMS



CUSTOMER SERVICE QUESTIONNAIRE

CUSTOMER SATISFACTION REPORT



CUSTOMER SERVICE QUESTIONNAIRE

U.S. Department of Transportation
Maritime Administration

A Maritime System that Serves America
With American Ships and American Labor

OMB No. 2133-0528
Expiration Date: 09/30/03

Dear Customer:

We value your feedback and would like to know how well we are meeting your needs with respect to the _____ program activity. Please take a few moments to complete the following questions that apply and return this postage paid mailer to us or fax it to (202) 366-9206. For your convenience, you may respond electronically through MARAD's Home Page (<http://www.marad.dot.gov>). This survey takes approximately 2 minutes to complete.

	Yes	No	Not Applicable		Unsatisfactory	Satisfactory	Excellent
1. TELEPHONE CONTACT				4. RESPONSE			
a. Did you call a specific MARAD staff member?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	a. Response Time			
				Telephone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Electronic Contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				Material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Were you assisted or correctly redirected by (respond to all that apply):				b. Completeness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If not complete, did we explain why?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Answerer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	c. Courteous Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
c. Was call returned	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5. SERVICE			
Length of time to reply _____				a. Did someone at this agency provide you exceptional service? (please circle)		Yes	No
d. Did you use a toll free number?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	b. If yes, who? (Name and Phone Number)	_____		
If so, did you receive assistance or direction?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		_____		
2. ELECTRONIC CONTACT				6. PLAIN LANGUAGE			
a. Did you use E-mail or facsimile rather than telephone?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is MARAD's information organized, clear, and easy to understand? (please circle)		Yes	No
b. Did you receive a response?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	7. COMMENTS			
c. Have you visited MARAD's web site at http://www.marad.dot.gov	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Please suggest specific improvements or benchmarks for comparable service: _____			
d. Was the web site helpful in:				_____			
Finding the material you needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____			
Finding an appropriate contact?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____			
(For suggestions or changes, see our comment section.)				Would you like a MARAD employee to call to discuss comments? Yes No			
3. MATERIAL PROVIDED				If yes, please provide Name/Phone Number - If no, optional			
a. Did you receive the information/items you requested?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____			
b. Was the information current?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____			
c. Which format did you receive? <input type="checkbox"/> Paper <input type="checkbox"/> Electronic	On behalf of the Maritime Administration, thank you for evaluating our customer service. We look forward to serving you again.						
d. Which format is preferred? <input type="checkbox"/> Paper <input type="checkbox"/> Electronic	(For Office Use Only)						
	Organizational Code						
	Program Activity Code						
	Date of Response						
	Item(s) were Mailed/Faxed/E-mailed						
	External or Internal						

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Form MA-1016 (Rev. 12/00)

CONFERENCE/EXHIBIT SURVEY

CUSTOMER SATISFACTION REPORT



CONFERENCE/EXHIBIT SURVEY

U.S. Department of Transportation
Maritime Administration

A Maritime System that Serves America
With American Ships and American Labor

OMB No. 2133-0528
Expiration Date: 09/30/03

Dear Customer:

We value your feedback and would like to know how well we are meeting your needs with respect to the _____ program activity. Please take a few moments to complete the following questions that apply and return this postage paid mailer to us or fax it to (202) 366-9206. For your convenience, you may respond electronically through MARAD's Home Page (<http://www.marad.dot.gov>). This survey takes approximately 2 minutes to complete.

**Please circle number indicating performance level
(1 equals unsatisfactory - 5 equals excellent)**

1. PRECONFERENCE/EXHIBIT

- a. Was information about the conference and/or exhibit easily available? 1 2 3 4 5
- b. Was staff available to help you with questions regarding the conference and/or exhibit? 1 2 3 4 5

2. CONFERENCE REPRESENTATIVES

- a. Was speaker/panel member (NAME): _____
- Knowledgeable 1 2 3 4 5
- Responsive to Questions 1 2 3 4 5
- Organized 1 2 3 4 5
- b. Was speaker/panel member (NAME): _____
- Knowledgeable 1 2 3 4 5
- Responsive to Questions 1 2 3 4 5
- Organized 1 2 3 4 5

3. EXHIBIT BOOTH

- a. Was attendant helpful? 1 2 3 4 5
- b. Did booth/exhibit contain useful materials? 1 2 3 4 5

4. INTERNET CONTACT

- a. Was event information available on MARAD's web site at <http://www.marad.dot.gov> (please circle) Yes No
- b. Was the web site helpful in:
- Finding the material you needed? 1 2 3 4 5
- Finding an appropriate contact? 1 2 3 4 5

5. MATERIAL PROVIDED

- a. Were handouts clear and easy to understand? 1 2 3 4 5
- b. Was the information complete? 1 2 3 4 5
- c. Which format did you receive? ☐ Paper ☐ Electronic
- d. Which format is preferred? ☐ Paper ☐ Electronic

Please Circle Yes or No

3 4 5

1 2 3 4 5

3.

- a. Did you register via E-mail or fax rather than telephone or registration form? Yes No
- If yes, indicate which: E-mail Fax
- b. Did you receive confirmation? Yes No
- c. Did you use a toll free number? Yes No

8. PLAIN ENGLISH

Is MARAD's information organized, clear, and easy to understand? Yes No

9. SERVICE

- a. Did someone at this agency provide you exceptional service? Yes No
- b. If yes, who? (Name and Phone Number)
- _____

10. LENGTH OF CONFERENCE/EXHIBIT SHOULD BE

- a. 1 full day ☐
- b. 1 1/2 days ☐
- c. 2 full days ☐
- d. Other Specify: _____ ☐

11. COMMENTS

Please provide any suggestions to improve future Conferences or exhibits. _____

Would you like a MARAD employee to call to discuss comments? Yes No

If yes, please provide Name/Phone Number - If no, optional

On behalf of the Maritime Administration, thank you for evaluating our customer service. We look forward to serving you again.

(For Office Use Only)

Organizational Code _____

Program Activity Code _____

Date of Conference/Exhibit _____

External or Internal _____

An agency, organization, or sponsor, and a person is not required to respond to, or furnish information, unless it displays a currently valid OMB control number.

CUSTOMER SATISFACTION REPORT

<u>Program</u>	<u>Contact/E-Mail</u>	<u>Telephone</u>
Cargo Preference Program	Mr. Thomas W. Harrelson Director, Office of Cargo Preference tom.harrelson@marad.dot.gov	(202) 366-4610
Domestic Shipping Activities	Mr. Raymond R. Barberesi Director, Office of Ports and Domestic Shipping ports.marad@marad.dot.gov	(202) 366-4357
Environmental Activities	Mr. Michael C. Carter Director, Office of Environmental Activities michael.carter@marad.dot.gov	(202) 366-8887
Intermodal Development Program	Mr. Richard L. Walker Director, Office of Intermodal Development richard.walker@marad.dot.gov	(202) 366-8888
Maritime Loan Guarantee Program	Mr. Mitchell D. Lax Director, Office of Ship Financing mitchell.lax@marad.dot.gov	(202) 366-5744
Maritime Security Program (MSP)/ Voluntary Intermodal Sealift Agreement (VISA)	Mr. Taylor E. Jones, II Director, Office of Sealift Support taylor.jones@marad.dot.gov	(202) 366-2323
Maritime Transportation Statistics	Mr. Louis Effa Office of Statistical and Economic Analysis louis.ffa@marad.dot.gov	(202) 366-9727
National Defense Reserve Fleet/ Ready Reserve Force	Mr. William F. Trost Director, Office of Ship Operations william.trost@marad.dot.gov	(202) 366-1875
National Maritime Resource and Education Center (NMREC)/ MARITECH Programs	Mr. Joseph A. Byrne Director, Office of Shipbuilding and Marine Technology joseph.byrne@marad.dot.gov	(202) 366-1931
Ocean Freight Differential Program	Mr. Thomas W. Harrelson Director, Office of Cargo Preference tom.harrelson@marad.dot.gov	(202) 366-4610
Operating Differential Subsidy Program	Mr. Michael P. Ferris Director, Office of Financial and Rate Approvals mike.ferris@marad.dot.gov	(202) 366-2324
Port Conveyance Program	Mr. Raymond R. Barberesi Director, Office of Ports and Domestic Shipping ports.marad@marad.dot.gov	(202) 366-4357

CUSTOMER SATISFACTION REPORT

<u>Program</u>	<u>Contact/E-Mail</u>	<u>Telephone</u>
Port Development Program	Mr. Raymond R. Barberesi Director, Office of Ports and Domestic Shipping ports.marad@marad.dot.gov	(202) 366-4357
Ship Operations Cooperative Program	Mr. Todd Ripley Office of Associate Administrator for Financial Approvals and Cargo Preference todd.ripley@marad.dot.gov	(202) 366-2625
State Maritime Schools/ Schoolship Program	Mr. Christopher E. Krusa Maritime Education Programs chris.krusa@marad.dot.gov	(202) 366-2648
State Maritime Schoolship Program (M&R)	Mr. William F. Trost Director, Office of Ship Operations william.trost@marad.dot.gov	(202) 366-1875
U.S. Merchant Marine Academy	RADM Joseph D. Stewart Superintendent stewartj@usmma.edu	(516) 773-5000
Vessel Transfer Program	Mr. Taylor E. Jones, II Director, Office of Sealift Support taylor.jones@marad.dot.gov	(202) 366-2332
Statistical Information:	data@marad.dot.gov Web Address: www.marad.dot.gov/statistics	
Terrorism Hotline		(800) 424-8802 or (202) 267-2675